

Product Information

Hetzner Datacenter module **WHMCS**

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The "Product Information" section is a comprehensive dashboard that provides administrators with detailed information and control over a specific product or service associated with a user's account. This interface is critical for managing and troubleshooting the product, as well as for making configuration changes.

Key Elements:

1. Order Information:

- **Order #:** Displays the order number and provides a link to view the full order details.
- **Product/Service:** Specifies the name of the product or service (e.g., "Hetzner product").
- **Server:** Indicates the data center or server instance where the product is hosted.

2. User and Server Details:

- **Hostname:** The hostname assigned to the server.
- **Dedicated IP:** The public IP address assigned to the server.
- **Username:** The username associated with the server's access credentials.
- **Password:** The password field shows the encrypted password or a placeholder for the server's access credentials.
- **Status:** The current status of the service (e.g., "Active").
- **Assigned IPs:** Lists both IPv4 and IPv6 addresses assigned to the server.
- **Nameserver 1 & 2:** The nameservers associated with the product.
- **Operating System:** The operating system installed on the server (e.g., "debian-11").
- **Backup Option:** Indicates whether the backup feature is enabled or disabled (in this case, "Yes").

3. Billing and Subscription Details:

- **Registration Date:** The date when the product or service was registered.
- **Quantity:** The quantity of the product or service being managed.
- **First Payment Amount:** The initial payment made for the service.
- **Recurring Amount:** The recurring cost associated with the service.
- **Next Due Date:** The next billing date for the service.
- **Termination Date:** If applicable, the date when the service is scheduled to be

terminated.

- **Billing Cycle:** Indicates the billing cycle for the service (e.g., "Free").
- **Payment Method:** The payment method used for the service (e.g., "PayPal").
- **Promotion Code:** Displays any promotion code applied to the service.

4. **Module Commands:**

- **API Connection Status:** Displays the status of the API connection, which is necessary for managing the product through automated scripts or external systems. (e.g., "API answer OK").
- **Commands:** Provides buttons for creating, suspending, unsuspending, terminating the service, changing the package, and sending a custom welcome email.

5. **Server Status:**

- This section provides real-time status information about the server:
 - **Start/Stop:** Indicates whether the server is running or stopped.
 - **CPU, RAM, and Disk Usage:** Displays the resource usage statistics for the server.
 - **Datacenter:** Indicates the data center location.
 - **Public Network IPs:** Shows the public IPv4 and IPv6 addresses assigned to the server.
 - **Public Network DNS PTR:** Displays the PTR record for reverse DNS.

6. **Metric Statistics:**

- This section shows various usage metrics and their statuses, including:
 - **Floating IPv4/IPv6 addresses:** Whether these are enabled and their current usage.
 - **Bandwidth Usage:** The amount of bandwidth used.
 - **Snapshot Usage:** The amount of disk space used by snapshots.
- A **Refresh Now** button allows updating the metrics to display the latest data.

7. **Addons and Additional Information:**

- **Addons:** Lists any additional services or features associated with the product.
- **Hostname (Domain):** Displays the domain associated with the product.
- **Password:** Shows the password or its placeholder.
- **Subscription ID:** Identifies the subscription tied to the service.
- **Override Auto-Suspend:** Allows the administrator to prevent the service from being automatically suspended.
- **Auto-Terminate End of Cycle:** Provides an option to terminate the service at the end of its billing cycle.
- **Admin Notes:** Allows the administrator to add any notes or information relevant to the management of the service.

8. **Save or Cancel Changes:**

- **Save Changes:** A purple button to save any changes made in this section.
- **Cancel Changes:** Allows the administrator to discard any modifications and revert to the previous settings.

IP Address Logging. The system now includes a mechanism that automatically tracks and logs all IP address changes. Every time a new IP address is added or an existing one is removed, a note is automatically added to the **Admin Notes** section. This note includes the

date, time, and details of the IP changes. This feature ensures that all changes are documented for easy reference and auditing.

SummaryProfileUsersContactsProducts/ServicesDomainsBillable ItemsInvoicesQuotesTransactionsTicketsEmailsNotes (0)Log

Hetzner product

Go

+ New AddonMore

Revision #4

Created 2 September 2024 07:52:27 by Dmytro Kravchenko

Updated 4 September 2024 11:10:18 by Yuliia Noha

Disk Usage: 0 MB, Disk Limit: 20480 MB, 0% Used

BW Usage: 1718 MB, BW Limit: 5242880 MB, 0% Used

(Last Updated: 02/09/2024 09:42)